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Password Removal

Currently, there are three methods of removing BIOS passwords on Toshiba notebooks:

1. Shorting a jumper wire (with and without power to the computer).
2. Challenge/Response code.
3. Parallel loopback connector

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Parallel Loopback Connector

This method is used mostly on old Toshiba notebooks with Toshiba Proprietary BIOS. To reset the password using this method follow the steps below:

1. Plug the loopback connector in the parallel port.
2. Start the unit, then reboot. The password will be cleared after the reboot is completed.

On some older units that don't have parallel ports, a parallel PC card adaptor is used to make the connection. To complete this type of connection, install the PC card adaptor to the PC card port of the unit, then attach the Parallel loopback tool and start the unit.

Note: For complete listing of the different password removal method, check the ASP support of the website at www.toshiba.ca/support.

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Shorting Jumper Wire with the Computer Powered Up

This type of removal is usually performed on models that have module part numbers starting with "V000 or A000". On these models, the password can be removed by following the steps below:

1. Turn the unit OFF.
2. Remove all power from the unit, Ac adaptor and battery (except the RTC battery).
3. Locate the jumper location by checking the website. Check ASP support center for exact location.
4. Peel off any mylar tape covering the jumper points.
5. Using a flathead screwdriver or a gasket (aluminum foil), short the jumper points and ensure both points are electrically connected. Otherwise, the process won't be successful.
6. Power on the computer. Wait for 5-10 seconds until the system resets and Toshiba Logo is displayed. Check if password is removed.
7. Remove the screwdriver or the gasket (aluminum foil) from the jumper points.

Password is removed

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Shorting a Jumper Wire without Power

On some units, the password can be removed by just shorting the jumper points. These units usually have module part numbers that start with "K000". On these models, the password can be removed by following the steps below:

1. Turn the unit OFF.
2. Remove all power from the unit, Ac adaptor and battery (except the RTC battery).
3. The jumper points are usually located under the memory module. Check ASP support centre for exact location.
4. Remove memory module cover and peel off any mylar tape covering the jumper points.
5. Using a flathead screwdriver, short the jumper points and ensure both points are electrically connected. Otherwise, the process will not be successful.
6. Power on the computer to verify that the password has been removed. If not, repeat all the steps.
7. Remove the screwdriver or the gasket (aluminum foil) from the jumper points.

Password is removed

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Password is removed

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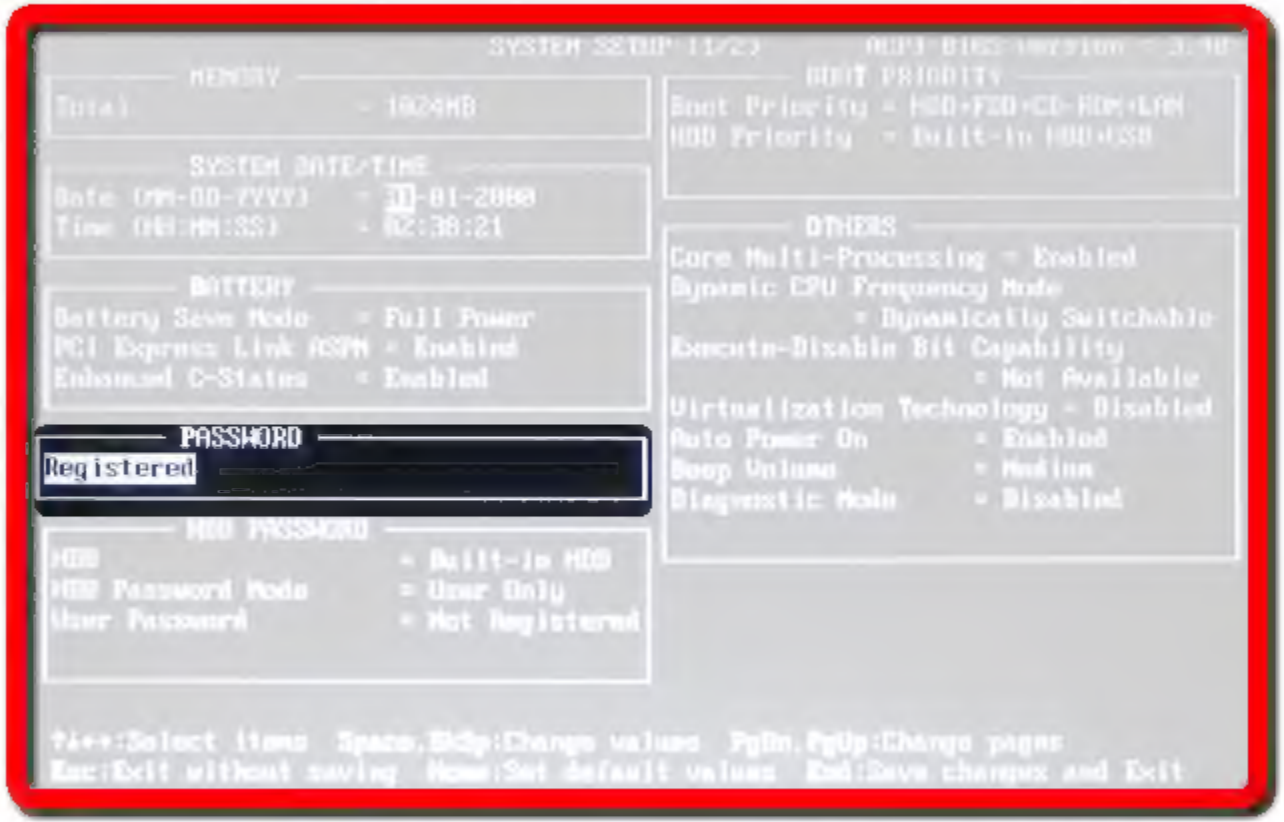
Challenge/ Response Code Method

To perform this removal, follow the steps below:

1. Insert the AC adaptor.
2. Press "ESC" and turn on the computer. As soon as "Password" appears, press the following keys in sequence one at a time: CTRL, TAB, CTRL, Enter
3. The units serial number and Challenge Code appears on the screen.
4. Email the Challenge code to Toshiba at passwordremoval@toshiba.ca.
5. Once the response code is received, enter it accurately.
6. As soon as the response code is accepted, press "F1" key and go to the BIOS setup.
7. Go to the Password section and unregister the password.

For more details on this process, check FSB200309.



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